## Service Components for COD

Service Domain	Service Type	Component	Component	New Component
Support Services	Search	Query	Description	No
Support Services Support Services	Security	Verification		No
Support Services	Management	Verification		140
Support Services	Security	User Management		No
cupport corvideo	Management	Coor management		110
Digital Asset	Document	Document Imaging		No
Services	Management	and OCR		
Support Services	Security	Role / Privilege		No
	Management	Management		
Support Services	Security	Intrusion Detection		No
	Management			
Support Services	Security	Identification and		No
0	Management	Authentication		No
Support Services	Security Management	Encryption		No
Support Services	Security	Digital Signature		No
Support Services	Management	Digital Signature		NO
Support Services	Security	Audit Trail Capture		No
oupport oct viocs	Management	and Analysis		140
Support Services	Security	Access Control		No
cupport con moco	Management	7.00000 00.11.01		1.0
Support Services	Communication	Real Time / Chat		No
Support Services	Collaboration	Email		No
Business Analytical	Reporting	Standardized /		No
Services		Canned		
Business Analytical	Reporting	Ad-Hoc		No
Services				
Business Analytical	Analysis and	Predictive		No
Services	Statistics			
Business Analytical	Analysis and	Modeling		No
Services	Statistics			
Back Office Services	Development and	Software		No
D 1 0 "	Integration	Development		
Back Office Services	Development and Integration	Data Integration		No
Back Office Services	Development and	Enterprise		No
Dack Office Services	Integration	Application		NO
	integration	Integration		
Back Office Services	Development and	Legacy Integration		No
24011 011100 00111000	Integration			1.0
Back Office Services	Data Management	Data Classification		No
Back Office Services	Data Management	Meta Data		No
		Management		
Back Office Services	Data Management	Extraction and		No
		Transformation		
Back Office Services	Data Management	Data Recovery		No
Back Office Services	Data Management	Data Warehouse		No
Back Office Services	Data Management	Data Exchange		No
Digital Asset	Records	Document		No
Services	Management	Retirement	1	NI-
Digital Asset Services	Records	Record Linking /		No
Digital Asset	Management Knowledge	Association Categorization	+	No
Services	Management	Categorization		INU
Digital Asset	Knowledge	Information Sharing		No
Services	Management	anomation onamy		140
Digital Asset	Knowledge	Information Mapping		No
Services	Management	/ Taxonomy		
Digital Asset	Knowledge	Information Retrieval		No
Services	Management			
Digital Asset	Document	Library / Storage		No
Services	Management			
Digital Asset	Document	Indexing		No
Services	Management	<u> </u>	ļ	
Digital Asset	Document	Document		No
Services	Management	Conversion		

# Service Components for COD (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Digital Asset Services	Document Management	Document Review and Approval	Bescription	No
Digital Asset Services	Content Management	Tagging and Aggregation		No
Digital Asset Services	Content Management	Content Review and Approval		No
Digital Asset Services	Content Management	Content Publishing and Delivery		No
Digital Asset Services	Content Management	Content Authoring		No
Business Management Services	Supply Chain Management	Invoice / Requisition Tracking and Approval		No
Business Management Services	Management of Process	Risk Management		No
Business Management Services	Management of Process	Quality Management		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Management Services	Management of Process	Program / Project Management		No
Business Management Services	Management of Process	Configuration Management		No
Business Management Services	Management of Process	Requirements Management		No
Business Management Services	Management of Process	Change Management		No
Business Management Services	Investment Management	Strategic Planning & Mgmt		No
Business Management Services	Investment Management	Performance Management		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Process Automation Services	Tracking and Workflow	Case / Issue Management		No
Process Automation Services	Routing and Scheduling	Outbound Correspondence Management		No
Process Automation Services	Routing and Scheduling	Inbound Correspondence Management		No
Customer Services	Customer Preferences	Profile Management		No
Customer Services	Customer Preferences	Personalization		No
Customer Services	Customer Preferences	Alerts and Notifications		No
Customer Services	Customer Initiated Assistance	Scheduling		No
Customer Services	Customer Initiated Assistance	Assistance Request		No
Customer Services	Customer Initiated Assistance	Multi-Lingual Support		No
Customer Services	Customer Initiated Assistance	Self-Service		No
Customer Services	Customer Initiated Assistance	Online Tutorials		No

### Service Components for COD (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Customer Services	Customer Relationship Management	Call Center Management		No
Customer Services	Customer Relationship Management	Contact Management		No
Customer Services	Customer Relationship Management	Partner Relationship Management		No
Customer Services	Customer Relationship Management	Surveys		No
Customer Services	Customer Relationship Management	Customer / Account Management		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Relationship Management	Customer Analytics		No

### Service Components for CPS

Service Domain Service Type Component Component New Component					
Service Domain	Service Type	Component	Component Description	New Component	
Customer Services	Customer Initiated Assistance	Multi-Lingual Support		No	
Back Office Services	Data Management	Loading and Archiving		No	
Business Analytical Services	Reporting	OLAP		No	
Back Office Services	Data Management	Data Classification		No	
Back Office Services	Data Management	Extraction and Transformation		No	
Back Office Services	Data Management	Data Warehouse		No	
Back Office Services	Data Management	Data Cleansing		No	
Back Office Services	Data Management	Data Exchange		No	
Back Office Services	Data Management	Data Mart		No	
Business Analytical Services	Reporting	Standardized / Canned		No	
Business Analytical Services	Analysis and Statistics	Simulation		No	
Business Analytical Services	Reporting	Ad-Hoc		No	
Business Analytical Services	Business Intelligence	Balanced Scorecard		No	
Business Analytical Services	Business Intelligence	Demand Forecasting / Mgmt		No	
Business Analytical Services	Business Intelligence	Decision Support and Planning		No	
Business Analytical Services	Business Intelligence	Data Mining		No	
Business Analytical Services	Visualization	Graphing / Charting		No	
Business Management Services	Management of Process	Requirements Management		No	
Business Analytical Services	Analysis and Statistics	Mathematical		No	
Business Analytical Services	Analysis and Statistics	Modeling		No	
Business Analytical Services	Analysis and Statistics	Predictive		No	

### Service Components for CPS (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business Management Services	Management of Process	Program / Project Management		No
Business Management Services	Management of Process	Quality Management		No
Business Management Services	Management of Process	Governance / Policy Management		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Business Management Services	Management of Process	Change Management		No
Business Management Services	Management of Process	Configuration Management		No
Process Automation Services	Tracking and Workflow	Conflict Resolution		No
Customer Services	Customer Initiated Assistance	Assistance Request		No
Process Automation Services	Routing and Scheduling	Inbound Correspondence Management		No
Process Automation Services	Routing and Scheduling	Outbound Correspondence Management		No
Customer Services	Customer Relationship Management	Surveys		No
Customer Services	Customer Relationship Management	Call Center Management		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Initiated Assistance	Online Help		No
Customer Services	Customer Initiated Assistance	Self-Service		No

### Service Components for CSB

Service Domain	Service Type	Component	Component Description	New Component
Support Services	Security Management	Access Control		No
Back Office Services	Human Capital / Workforce Management	Workforce Directory / Locator		No
Back Office Services	Human Capital / Workforce Management	Workforce Acquisition / Optimization		No
Back Office Services	Human Capital / Workforce Management	Contingent Workforce Management		No
Back Office Services	Human Capital / Workforce Management	Team / Org Management		No
Back Office Services	Financial Management	Expense Management		No
Back Office Services	Human Capital / Workforce Management	Skills Management		No
Back Office Services	Financial Management	Auditing		No

# Service Components for CSB (Continued)

		OOD (OOMA)	,	
Service Domain	Service Type	Component	Component Description	New Component
Back Office Services	Human Capital /	Resource Planning		No
	Workforce	and Allocation		
	Management			
Back Office Services	Financial	Payment / Settlement		No
	Management			
Back Office Services	Financial	Debt Collection		No
	Management			
Back Office Services	Data Management	Extraction and		No
		Transformation		
Back Office Services	Financial	Billing and		No
	Management	Accounting		
Digital Asset	Document	Indexing		No
Services	Management			
Back Office Services	Data Management	Data Cleansing		No
Back Office Services	Data Management	Meta Data		No
		Management		
Back Office Services	Data Management	Data Warehouse		No
Back Office Services	Data Management	Data Exchange		No
Back Office Services	Data Management	Data Mart		No
Business Analytical	Reporting	Standardized /		No
Services		Canned		
Business Analytical	Reporting	Ad-Hoc		No
Services				
Business Analytical	Business Intelligence	Decision Support and		No
Services		Planning		
Business Analytical	Business Intelligence	Demand Forecasting		No
Services		/ Mgmt		
Business	Investment	Strategic Planning &		No
Management	Management	Mgmt		
Services				
Digital Asset	Document	Document		No
Services	Management	Conversion		
Digital Asset	Document	Document Review		No
Services	Management	and Approval		
Digital Asset	Document	Library / Storage		No
Services	Management			
Digital Asset	Document	Document Revisions		No
Services	Management	Description		NI-
Digital Asset	Document	Document		No
Services	Management	Referencing		No
Business	Investment	Portfolio		No
Management Services	Management	Management		
Digital Asset	Document	Document Imaging		No
Services	Management	and OCR		140
Process Automation	Tracking and	Process Tracking	<del> </del>	No
Services	Workflow	1 1000000 Hacking		INO
Business	Management of	Quality Management	1	No
Management	Process	Quality ividilageillellt		INO
Services	1 100033			
Business	Management of	Governance / Policy		No
Management	Process	Management		140
Services	1.00000	management		
Business	Management of	Program / Project		No
Management	Process	Management		140
Services	1.00000	management		
Business	Management of	Requirements	1	No
Management	Process	Management	1	1.00
Services	00000	anagomon	1	
Business	Management of	Configuration		No
Management	Process	Management		'**
Services	1.00000	management		
Business	Management of	Change Management		No
Management	Process	S.iango managomoni		
Services				
25,11000	1	1	1	

# Service Components for CSB (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Process Automation Services	Routing and Scheduling	Inbound Correspondence Management		No
Process Automation Services	Tracking and Workflow	Case / Issue Management		No
Customer Services	Customer Preferences	Subscriptions		No
Customer Services	Customer Initiated Assistance	Assistance Request		No
Customer Services	Customer Initiated Assistance	Multi-Lingual Support		No
Customer Services	Customer Initiated Assistance	Self-Service		No
Customer Services	Customer Initiated Assistance	Online Help		No
Customer Services	Customer Preferences	Profile Management		No
Customer Services	Customer Preferences	Alerts and Notifications		No
Customer Services	Customer Relationship Management	Call Center Management		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Preferences	Personalization		No
Customer Services	Customer Relationship Management	Surveys		No
Customer Services	Customer Relationship Management	Partner Relationship Management		No
Customer Services	Customer Relationship Management	Contact Management		No
Customer Services	Customer Relationship Management	Customer / Account Management		No
Customer Services	Customer Relationship Management	Customer Analytics		No
Support Services	Collaboration	Threaded Discussions		No
Support Services	Security Management	Encryption		No
Support Services	Search	Query		No
Support Services	Security Management	Role / Privilege Management		No
Support Services	Collaboration	Email		No

## Service Components for DLSS

Service Domain	Service Type	Component	Component	New Component
Service Domain	Service Type	Component	Description	New Component
Support Services	Security Management	Access Control		No
Back Office Services	Human Capital /	Workforce		No
	Workforce	Acquisition /		
Deel Office Considers	Management	Optimization		N-
Back Office Services	Human Capital / Workforce	Contingent Workforce		No
	Management	Management		
Back Office Services	Data Management	Data Warehouse		No
Back Office Services	Human Capital /	Skills Management		No
	Workforce Management			
Back Office Services	Human Capital /	Team / Org		No
	Workforce Management	Management		
Back Office Services	Human Capital /	Workforce Directory /		No
Buok Omoo Corvioco	Workforce	Locator		110
	Management			
Back Office Services	Human Capital /	Resource Planning		No
	Workforce	and Allocation		
Back Office Services	Management Financial	Billing and		No
back Office Services	Management	Accounting		NO
Back Office Services	Financial	Auditing		No
	Management	J		
Back Office Services	Financial	Debt Collection		No
	Management			
Back Office Services	Financial	Payment / Settlement		No
Back Office Services	Management Financial	Expense		No
Dack Office Services	Management	Management		NO
Back Office Services	Data Management	Meta Data		No
	, and the second	Management		
Back Office Services	Data Management	Extraction and		No
Dook Office Comises	Data Managament	Transformation		No
Back Office Services Digital Asset	Data Management Document	Data Cleansing Document Review		No No
Services	Management	and Approval		140
Back Office Services	Data Management	Data Mart		No
Back Office Services	Data Management	Data Exchange		No
Business Analytical	Business Intelligence	Decision Support and		No
Services		Planning		
Business Analytical Services	Reporting	Standardized / Canned		No
Business Analytical	Reporting	Ad-Hoc		No
Services	reporting	710 1100		140
Business Analytical Services	Business Intelligence	Demand Forecasting / Mgmt		No
Digital Asset	Document	Document		No
Services	Management	Conversion		N-
Digital Asset Services	Document Management	Indexing		No
Digital Asset	Document	Library / Storage		No
Services	Management	Listary / Glorage		140
Business	Investment	Strategic Planning &		No
Management	Management	Mgmt		
Services				
Business	Investment	Portfolio		No
Management	Management	Management		
Services Digital Asset	Document	Document Revisions		No
Services	Management	200dillolit (Cviololis		140
Digital Asset	Document	Document		No
Services	Management	Referencing		
Digital Asset	Document	Document Imaging		No
Services	Management	and OCR		

## Service Components for DLSS (Continued)

Service Domain	Sorvice Type	Component	Component	New Component
Service Domain	Service Type	Component	Component Description	New Component
Business Management Services	Management of Process	Quality Management		No
Business Management Services	Management of Process	Program / Project Management		No
Customer Services	Customer Initiated Assistance	Assistance Request		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Management Services	Management of Process	Configuration Management		No
Business Management Services	Management of Process	Requirements Management		No
Process Automation Services	Routing and Scheduling	Inbound Correspondence Management		No
Business Management Services	Management of Process	Change Management		No
Customer Services	Customer Preferences	Profile Management		No
Process Automation Services	Tracking and Workflow	Case / Issue Management		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Customer Services	Customer Initiated Assistance	Multi-Lingual Support		No
Customer Services	Customer Initiated Assistance	Online Help		No
Customer Services	Customer Initiated Assistance	Self-Service		No
Customer Services	Customer Relationship Management	Partner Relationship Management		No
Customer Services	Customer Preferences	Personalization		No
Customer Services	Customer Preferences	Alerts and Notifications		No
Customer Services	Customer Preferences	Subscriptions		No
Customer Services	Customer Relationship Management	Surveys		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Support Services	Search	Query		No
Customer Services	Customer Relationship Management	Contact Management		No
Customer Services	Customer Relationship Management	Customer / Account Management		No
Customer Services	Customer Relationship Management	Customer Analytics		No
Customer Services	Customer Relationship Management	Call Center Management		No
Support Services	Security Management	Encryption		No
Support Services	Collaboration	Email		No

#### Service Components for DLSS (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Support Services	Collaboration	Threaded Discussions		No
Support Services	Security Management	Role / Privilege Management		No

### Service Components for DMCS

Service Domain	Service Type	Component	Component Description	New Component
Support Services	Collaboration	Email		No
Digital Asset	Document	Document		No
Services	Management	Conversion		
Back Office Services	Development and Integration	Data Integration		No
Back Office Services	Data Management	Loading and Archiving		No
Back Office Services	Development and Integration	Enterprise Application Integration		No
Back Office Services	Development and Integration	Legacy Integration		No
Back Office Services	Financial Management	Debt Collection		No
Back Office Services	Financial Management	Payment / Settlement		No
Back Office Services	Financial Management	Billing and Accounting		No
Back Office Services	Data Management	Data Recovery		No
Back Office Services	Data Management	Data Warehouse		No
Back Office Services	Data Management	Data Exchange		No
Business Analytical Services	Business Intelligence	Demand Forecasting / Mgmt		No
Business Analytical Services	Business Intelligence	Balanced Scorecard		No
Business Analytical Services	Business Intelligence	Decision Support and Planning		No
Business Analytical Services	Analysis and Statistics	Predictive		No
Business Analytical Services	Analysis and Statistics	Modeling		No
Digital Asset Services	Document Management	Document Referencing		No
Digital Asset Services	Knowledge Management	Information Sharing		No
Digital Asset Services	Knowledge Management	Information Retrieval		No
Digital Asset Services	Document Management	Document Review and Approval		No
Digital Asset Services	Document Management	Library / Storage		No
Digital Asset Services	Document Management	Document Imaging and OCR		No
Customer Services	Customer Relationship Management	Customer / Account Management		No
Business Management Services	Management of Process	Quality Management		No
Digital Asset Services	Content Management	Content Publishing and Delivery		No
Digital Asset Services	Content Management	Content Review and Approval		No
Digital Asset Services	Content Management	Content Authoring		No

## Service Components for DLSS (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business Management	Supply Chain Management	Sourcing Management	Description	No
Services Business Management Services	Management of Process	Governance / Policy Management		No
Business Management Services	Management of Process	Program / Project Management		No
Business Management Services	Management of Process	Change Management		No
Business Management Services	Management of Process	Requirements Management		No
Business Management Services	Management of Process	Configuration Management		No
Process Automation Services	Routing and Scheduling	Inbound Correspondence Management		No
Process Automation Services	Routing and Scheduling	Outbound Correspondence Management		No
Process Automation Services	Tracking and Workflow	Conflict Resolution		No
Process Automation Services	Tracking and Workflow	Case / Issue Management		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Initiated Assistance	Multi-Lingual Support		No
Customer Services	Customer Preferences	Alerts and Notifications		No
Customer Services	Customer Relationship Management	Surveys		No
Customer Services	Customer Relationship Management	Partner Relationship Management		No
Support Services	Security Management	Identification and Authentication		No
Customer Services	Customer Relationship Management	Customer Analytics		No
Customer Services	Customer Relationship Management	Call Center Management		No
Support Services	Security Management	User Management		No
Support Services	Security Management	Encryption		No
Support Services	Security Management	Intrusion Detection		No
Support Services	Security Management	Access Control		No

## Service Components for DS

Service Domain	Service Type	Component	Component Description	New Component
Business Management Services	Management of Process	Quality Management	Description	No
Back Office Services	Data Management	Data Mart		No
Back Office Services	Data Management	Data Cleansing		No
Back Office Services	Data Management	Meta Data Management		No
Back Office Services	Data Management	Data Warehouse		No
Digital Asset Services	Content Management	Content Publishing and Delivery		No
Digital Asset Services	Knowledge Management	Information Sharing		No
Digital Asset Services	Knowledge Management	Categorization		No
Digital Asset Services	Content Management	Content Review and Approval		No
Digital Asset Services	Content Management	Tagging and Aggregation		No
Customer Services	Customer Preferences	Personalization		No
Business Management Services	Management of Process	Requirements Management		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Management Services	Management of Process	Configuration Management		No
Business Management Services	Management of Process	Program / Project Management		No
Digital Asset Services	Content Management	Content Authoring		No
Customer Services	Customer Preferences	Alerts and Notifications		No
Customer Services	Customer Preferences	Profile Management		No
Customer Services	Customer Preferences	Subscriptions		No
Back Office Services	Development and Integration	Enterprise Application Integration		No
Back Office Services	Development and Integration	Legacy Integration		No
Back Office Services	Data Management	Data Exchange		No
Digital Asset Services	Knowledge Management	Information Mapping / Taxonomy		No
Business Analytical Services	Reporting	Ad-Hoc		No
Digital Asset Services	Document Management	Library / Storage		No
Business Management Services	Management of Process	Change Management		No
Business Management Services	Investment Management	Strategic Planning & Mgmt		No

### Service Components for EAI & ITA

Service Domain	Service Type	Component	Component Description	New Component
Back Office Services	Data Management	Data Exchange		No
Customer Services	Customer Initiated Assistance	Assistance Request		No
Support Services	Security Management	Encryption		No
Support Services	Systems Management	License Management		No
Customer Services	Customer Relationship Management	Surveys		No
Support Services	Security Management	Identification and Authentication		No
Support Services	Search	Query		No
Support Services	Search	Pattern Matching		No
Support Services	Communication	Community Management		No
Support Services	Collaboration	Email		No
Customer Services	Customer Relationship Management	Product Management		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Initiated Assistance	Reservations / Registration		No
Customer Services	Customer Preferences	Personalization		No
Customer Services	Customer Initiated Assistance	Multi-Lingual Support		No
Business Management Services	Management of Process	Risk Management		No
Customer Services	Customer Initiated Assistance	Online Help		No
Process Automation Services	Tracking and Workflow	Case / Issue Management		No
Process Automation Services	Tracking and Workflow	Conflict Resolution		No
Process Automation Services	Routing and Scheduling	Outbound Correspondence Management		No
Process Automation Services	Routing and Scheduling	Inbound Correspondence Management		No
Digital Asset Services	Knowledge Management	Information Mapping / Taxonomy		No
Digital Asset Services	Knowledge Management	Information Retrieval		No
Digital Asset Services	Knowledge Management	Information Sharing		No
Digital Asset Services	Content Management	Content Publishing and Delivery		No
Digital Asset Services	Content Management	Tagging and Aggregation		No
Digital Asset Services	Content Management	Content Review and Approval		No
Digital Asset Services	Content Management	Content Authoring		No
Business Management Services	Management of Process	Quality Management		No
Business Management Services	Management of Process	Requirements Management		No
Business Analytical Services	Business Intelligence	Data Mining		No

#### Service Components for EAI & ITA (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business Management Services	Management of Process	Program / Project Management		No
Business Analytical Services	Visualization	Graphing / Charting		No
Business Management Services	Management of Process	Configuration Management		No
Business Management Services	Management of Process	Change Management		No
Business Analytical Services	Reporting	OLAP		No
Business Analytical Services	Business Intelligence	Demand Forecasting / Mgmt		No
Business Analytical Services	Reporting	Ad-Hoc		No
Back Office Services	Development and Integration	Data Integration		No
Business Analytical Services	Business Intelligence	Decision Support and Planning		No
Back Office Services	Development and Integration	Enterprise Application Integration		No
Back Office Services	Data Management	Data Cleansing		No
Back Office Services	Data Management	Loading and Archiving		No
Back Office Services	Data Management	Meta Data Management		No
Back Office Services	Data Management	Extraction and Transformation		No
Back Office Services	Development and Integration	Legacy Integration		No
Back Office Services	Data Management	Data Mart		No
Back Office Services	Data Management	Data Warehouse		No

### Service Components for FMS

Service Domain	Service Type	Component	Component Description	New Component
Customer Services	Customer Relationship Management	Customer / Account Management	·	No
Back Office Services	Financial Management	Billing and Accounting		No
Back Office Services	Development and Integration	Data Integration		No
Back Office Services	Development and Integration	Enterprise Application Integration		No
Back Office Services	Development and Integration	Legacy Integration		No
Back Office Services	Financial Management	Debt Collection		No
Back Office Services	Financial Management	Payment / Settlement		No
Back Office Services	Data Management	Data Cleansing		No
Back Office Services	Data Management	Loading and Archiving		No
Back Office Services	Data Management	Extraction and Transformation		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Back Office Services	Data Management	Data Exchange		No

### Service Components for FMS (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business Analytical Services	Reporting	Standardized / Canned		No
Business Analytical Services	Reporting	OLAP		No
Business Analytical Services	Business Intelligence	Decision Support and Planning		No
Business Analytical Services	Analysis and Statistics	Predictive		No
Business Analytical Services	Reporting	Ad-Hoc		No
Business Analytical Services	Analysis and Statistics	Modeling		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Management Services	Management of Process	Quality Management		No
Process Automation Services	Routing and Scheduling	Outbound Correspondence Management		No

### Service Components for NSLDS

Service Domain	Service Type	Component	Component Description	New Component
Back Office Services	Development and Integration	Legacy Integration	·	No
Support Services	Security Management	Identification and Authentication		No
Customer Services	Customer Relationship Management	Customer Analytics		No
Back Office Services	Development and Integration	Software Development		No
Back Office Services	Data Management	Data Cleansing		No
Back Office Services	Development and Integration	Data Integration		No
Back Office Services	Development and Integration	Instrumentation and Testing		No
Back Office Services	Development and Integration	Enterprise Application Integration		No
Back Office Services	Financial Management	Financial Reporting		No
Back Office Services	Financial Management	Revenue Management		No
Back Office Services	Data Management	Loading and Archiving		No
Back Office Services	Financial Management	Auditing		No
Back Office Services	Financial Management	Activity-Based Management		No
Back Office Services	Data Management	Extraction and Transformation		No
Business Analytical Services	Reporting	Standardized / Canned		No
Back Office Services	Data Management	Data Exchange		No
Back Office Services	Data Management	Data Warehouse		No
Back Office Services	Data Management	Meta Data Management		No
Business Analytical Services	Reporting	OLAP		No
Back Office Services	Data Management	Data Mart		No
Back Office Services	Data Management	Data Classification		No

## Service Components for NSLDS (Continued)

Service Domain	Service Type	Component	Component	New Component
			Description	
Business Analytical Services	Business Intelligence	Decision Support and Planning		No
Business Analytical Services	Business Intelligence	Data Mining		No
Business Analytical Services	Reporting	Ad-Hoc		No
Business Analytical Services	Business Intelligence	Demand Forecasting / Mgmt		No
Business Analytical Services	Analysis and Statistics	Modeling		No
Business Analytical Services	Business Intelligence	Balanced Scorecard		No
Business Analytical Services	Analysis and Statistics	Mathematical		No
Business Analytical Services	Analysis and Statistics	Predictive		No
Digital Asset Services	Records Management	Document Retirement		No
Digital Asset Services	Knowledge Management	Knowledge Discovery		No
Digital Asset Services	Records Management	Record Linking / Association		No
Digital Asset Services	Knowledge Management	Knowledge Capture		No
Digital Asset Services	Knowledge Management	Knowledge Distribution and Delivery		No
Process Automation Services	Tracking and Workflow	Conflict Resolution		No
Digital Asset Services	Knowledge Management	Information Sharing		No
Digital Asset Services	Knowledge Management	Information Mapping / Taxonomy		No
Digital Asset Services	Knowledge Management	Information Retrieval		No
Digital Asset Services	Knowledge Management	Categorization		No
Business Management Services	Organizational Management	Network Management		No
Business Management Services	Organizational Management	Workgroup / Groupware		No
Business Management Services	Management of Process	Program / Project Management		No
Business Management Services	Management of Process	Risk Management		No
Business Management Services	Management of Process	Quality Management		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Management Services	Management of Process	Requirements Management		No
Business Management Services	Management of Process	Change Management		No
Business Management Services	Management of Process	Configuration Management		No

## Service Components for NSLDS (Continued)

	•	•		
Service Domain	Service Type	Component	Component Description	New Component
Business	Management of	Business Rule		No
Management	Process	Management		1
Services		ge		
Process Automation	Tracking and	Process Tracking		No
Services	Workflow	1 roccss rracking		140
Process Automation	Tracking and	Case / Issue		No
Services	Workflow	Management		140
Customer Services	Customer Initiated	Multi-Lingual Support		No
Customer Services	Assistance	Widiti-Eiriguai Support		NO
Process Automation	Routing and	Outbound		No
Services	Scheduling	Correspondence		140
CCIVICCS	Concading	Management		
Customer Services	Customer Initiated	Assistance Request		No
Custoffici Octvices	Assistance	Assistance request		140
Process Automation	Routing and	Inbound		No
Services	Scheduling	Correspondence		NO
Services	Scrieduling	Management		
Customer Services	Customer Initiated	Self-Service		No
Customer Services	Assistance	Sell-Service		NO
Cumment Comitoes	Security	Access Control		No
Support Services		Access Control		INO
0	Management Customer Initiated	Online Hele		NI-
Customer Services		Online Help		No
0	Assistance	Duefle Management		NI-
Customer Services	Customer	Profile Management		No
0 1 0 1	Preferences	1		
Customer Services	Customer	Alerts and		No
0 1 0 1	Preferences	Notifications		
Customer Services	Customer	Customer Feedback		No
	Relationship			
	Management			
Customer Services	Customer	Personalization		No
	Preferences			
Support Services	Communication	Community		No
		Management		
Customer Services	Customer	Customer / Account		No
	Relationship	Management		
	Management			
Customer Services	Customer	Call Center		No
	Relationship	Management		
	Management			
Support Services	Communication	Event / News		No
		Management		
Support Services	Search	Query		No
Support Services	Collaboration	Document Library		No
Support Services	Collaboration	Email		No
Support Services	Search	Pattern Matching		No
Support Services	Security	Encryption		No
1100000	Management	. ,,,		_

## Service Components for SAIG

Service Domain	Service Type	Component	Component	New Component
Digital Asset Services	Content Management	Content Authoring	Description	No
Customer Services	Customer Preferences	Alerts and Notifications		No
Business Analytical Services	Visualization	Graphing / Charting		No
Business Analytical Services	Reporting	Standardized / Canned		No
Business Analytical Services	Reporting	Ad-Hoc		No
Business Analytical Services	Business Intelligence	Balanced Scorecard		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Analytical Services	Analysis and Statistics	Simulation		No
Business Analytical Services	Analysis and Statistics	Modeling		No
Digital Asset Services	Document Management	Indexing		No
Digital Asset Services	Document Management	Document Review and Approval		No
Digital Asset Services	Document Management	Library / Storage		No
Digital Asset Services	Document Management	Document Referencing		No
Digital Asset Services	Document Management	Document Revisions		No
Digital Asset Services	Content Management	Content Review and Approval		No
Digital Asset Services	Content Management	Syndication Management		No
Digital Asset Services	Content Management	Content Publishing and Delivery		No
Digital Asset Services	Content Management	Tagging and Aggregation		No
Business Management Services	Management of Process	Quality Management		No
Business Management Services	Management of Process	Program / Project Management		No
Customer Services	Customer Initiated Assistance	Online Help		No
Business Management Services	Management of Process	Configuration Management		No
Business Management Services	Management of Process	Requirements Management		No
Business Management Services	Management of Process	Change Management		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Customer Services	Customer Preferences	Personalization		No
Customer Services	Customer Preferences	Profile Management		No
Customer Services	Customer Relationship Management	Surveys		No

#### Service Components for TPM

Service Domain	Service Type	Component	Component Description	New Component
Customer Services	Customer	Customer Analytics	Bescription	No
	Relationship	,		
D 4 ' ''	Management	0 11 1		N.
Process Automation Services	Routing and	Outbound		No
Services	Scheduling	Correspondence Management		
Support Services	Security	Access Control		No
oupport our vioco	Management	7100033 00111101		140
Support Services	Collaboration	Email		No
Support Services	Security	Role / Privilege		No
	Management	Management		
Support Services	Security	Encryption		No
Back Office Services	Management Development and	Data Integration		No
	Integration	ŭ		No
Support Services	Security	Identification and		No
D 1000 0 1	Management	Authentication		
Back Office Services	Development and	Enterprise		No
	Integration	Application Integration		
Back Office Services	Development and	Legacy Integration		No
Dack Office Oct vices	Integration	Logacy integration		140
Business Analytical	Business Intelligence	Data Mining		No
Services	J			
Back Office Services	Data Management	Loading and		No
	-	Archiving		
Back Office Services	Data Management	Extraction and		No
D 105 0 :	B ( M	Transformation		N
Back Office Services	Data Management	Data Cleansing		No
Back Office Services Business Analytical	Data Management	Data Exchange Standardized /		No No
Services	Reporting	Canned		No
Business Analytical	Reporting	Ad-Hoc		No
Services	rtoporting	7101100		110
Business Analytical	Business Intelligence	Balanced Scorecard		No
Services				
Business Analytical	Business Intelligence	Decision Support and		No
Services	<b>A</b> 1 ' 1	Planning		N
Business Analytical Services	Analysis and Statistics	Predictive		No
Business Analytical	Business Intelligence	Demand Forecasting		No
Services	Dusiness intelligence	/ Mgmt		140
Business Analytical	Analysis and	Modeling		No
Services	Statistics			
Business	Management of	Quality Management		No
Management	Process			
Services				
Business	Management of	Governance / Policy		No
Management Services	Process	Management		
Business	Management of	Requirements		No
Management	Process	Management		140
Services				
Business	Management of	Program / Project		No
Management	Process	Management		
Services				
Business	Management of	Configuration		No
Management	Process	Management		
Services Customer Services	Customer Initiated	Online Tutorials		No
Gustomer Services	Assistance	Offilial Futbrials		INU
Business	Management of	Change Management	1	No
Management	Process			
Services				
Process Automation	Routing and	Inbound		No
Services	Scheduling	Correspondence		
		Management		

### Service Components for TPM (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Process Automation Services	Tracking and Workflow	Case / Issue Management		No
Customer Services	Customer Initiated Assistance	Assistance Request		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Customer Services	Customer Initiated Assistance	Self-Service		No
Customer Services	Customer Relationship Management	Customer / Account Management		No
Customer Services	Customer Initiated Assistance	Online Help		No
Customer Services	Customer Relationship Management	Partner Relationship Management		No
Customer Services	Customer Relationship Management	Surveys		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Relationship Management	Contact Management		No

### Service Components for VDC

Service Domain	Service Type	Component	Component Description	New Component
Customer Services	Customer Relationship Management	Call Center Management		No
Back Office Services	Assets / Materials Management	Asset Cataloging / Identification		No
Support Services	Security Management	Role / Privilege Management		No
Support Services	Security Management	Access Control		No
Support Services	Security Management	User Management		No
Support Services	Security Management	Digital Signature		No
Support Services	Security Management	Verification		No
Support Services	Security Management	Intrusion Detection		No
Support Services	Security Management	Encryption		No
Back Office Services	Human Capital / Workforce Management	Skills Management		No
Support Services	Security Management	Identification and Authentication		No
Back Office Services	Human Capital / Workforce Management	Team / Org Management		No
Back Office Services	Human Capital / Workforce Management	Resource Planning and Allocation		No
Back Office Services	Assets / Materials Management	Asset Transfer, Allocation, and Maintenance		No

## Service Components for VDC (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business	Investment	Performance	·	No
Management Services	Management	Management		
Back Office Services	Data Management	Loading and Archiving		No
Business Analytical Services	Reporting	Ad-Hoc		No
Back Office Services	Data Management	Extraction and Transformation		No
Back Office Services	Data Management	Data Cleansing		No
Back Office Services	Data Management	Data Mart		No
Back Office Services	Data Management	Data Exchange		No
Business Analytical Services	Reporting	Standardized / Canned		No
Business Analytical Services	Visualization	CAD		No
Business Analytical Services	Business Intelligence	Decision Support and Planning		No
Business Analytical Services	Business Intelligence	Balanced Scorecard		No
Business Analytical Services	Business Intelligence	Demand Forecasting / Mgmt		No
Business Analytical Services	Visualization	Graphing / Charting		No
Business Analytical Services	Visualization	Imagery		No
Business Analytical Services	Analysis and Statistics	Mathematical		No
Business Analytical Services	Analysis and Statistics	Predictive		No
Business Analytical Services	Analysis and Statistics	Simulation		No
Digital Asset Services	Knowledge Management	Information Sharing		No
Business Analytical Services	Analysis and Statistics	Modeling		No
Digital Asset Services	Knowledge Management	Information Mapping / Taxonomy		No
Digital Asset Services	Knowledge Management	Information Retrieval		No
Digital Asset Services	Document Management	Indexing		No
Business Management Services	Supply Chain Management	Ordering / Purchasing		No
Digital Asset Services	Document Management	Library / Storage		No
Digital Asset Services	Document Management	Document Referencing		No
Digital Asset Services	Document Management	Document Imaging and OCR		No
Business Management Services	Management of Process	Quality Management		No
Customer Services	Customer Relationship Management	Product Management		No
Business Management Services	Investment Management	Portfolio Management		No
Business Management Services	Investment Management	Strategic Planning & Mgmt		No

## Service Components for VDC (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business Management Services	Organizational Management	Network Management		No
Business Management Services	Management of Process	Requirements Management		No
Business Management Services	Management of Process	Program / Project Management		No
Business Management Services	Management of Process	Configuration Management		No
Business Management Services	Management of Process	Change Management		No
Customer Services	Customer Preferences	Alerts and Notifications		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Relationship Management	Surveys		No
Customer Services	Customer Relationship Management	Customer / Account Management		No